Alliance for the Betterment of Citizens with Disabilities

Empowering People: Providers Shaping Policies

Annualize the Support Coordination Rate

Preliminary Findings on the Impact of the 10-Month-Old Rate Increase[1]

The requirement for the support coordinator to have a college degree ensures the provision of high-quality care coordination for adults with IDD. In FY'22 the Department took a prudent course of action when it elected to use American Rescue Plan/FMAP one-time dollars to raise the Support Coordination rate from that for a high school to that for a college graduate and, thus, match the educational requirement through March 31, 2024. We believe that the FY'24 NJ Budget must annualize this increase for what is effectively the foundation of our person-centered, strength-based system of care.

ABCD's Support Coordination Alliance is comprised of 18 support coordination agencies, small and large, for profit and non-profit, single and multi-service. The 15 diverse agencies which participated in the survey serve approximately 31% of the individuals enrolled in the Division of Developmental Disabilities CCW and SP Waivers. In this survey on the preliminary impact of the time-limited rate increase we found that:

- Salaries increased by an average of 20% in addition to increased employee benefits.
- 60% reported that the increase has improved their ability to recruit new employees. For those who noted no change or more difficulty, they sited other factors such as limited availability of potential staff.
- 60% were able to employ additional support coordinators.
- 73% reported an increase in employee satisfaction and morale.
- 47% found that the quality of work produced by their staff, improved.
- 35% saw improvements in client satisfaction, 43% reported continuous client satisfaction, and the remainder, were unsure.
- Significantly, 80% increased training, supervision, support staff and infrastructure to improve their quality assurance process.

The best thing the increase did was to give us the money to help with our infrastructure.

I do think we will see the results in the upcoming year as we have hired several new staff and are getting them up to speed. It is unsettling to know that the increase is only guaranteed until March 2023, so we are waiting to see what happens before making full use of it.

With the additional resources to Support Coordination, it appears that we are on a trajectory of improved quality. If we do not wish to revert to a weaker system, the Support Coordination rate must be maintained.

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[1] Support Coordination rate increase went into effect on November 1, 2021. ABCD survey of the Support Coordination Alliance was conducted August 30, 2022, through September 9, 2022.

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